

13/09/2023– Situation Report Week 1

As at 11.34am on 13/09/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous Day ELT SITREP	3 ELT Standup SITREP 1 12092023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • There was 1 important major event – Writ Day (Sunday, 10 Sep) • Taskforce is fully activated. • ELT Standups activated. • MIKE will be closed once processing is completed - Roll Close
Voting Services (VS)	<p>UPDATE ON ISSUES</p> <ul style="list-style-type: none"> • E-Learning issue • VPM and Vas are unable to 'complete' their eLearning module. • Issue was originally highlighted as an issue a number of months ago • Learning Works were requested to investigate the issue, escalated on Monday • IT have received advice from Learning Works <p>REQUEST:</p> <ul style="list-style-type: none"> • VS might need to request assistance as the VS SME for Tupu is on sick leave. <p>ACTIONS</p> <ul style="list-style-type: none"> • Requested Jane [REDACTED] to work with IT to implement fixes to the eLearning package settings
Voting Services - South Island	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> • Invercargill recruitment and team issues <ul style="list-style-type: none"> • EM needs support • RRM and recruitment HQs is leaving • The situation is improving. • Assessment of current recruitment activities e.g number of staff in the office, number of application, number of applications progressed • Staff whereabouts: <ul style="list-style-type: none"> ○ P&C Advisor has left for Wellington ○ RA to leave by this afternoon ○ RM to stay back until tomorrow afternoon ○ RA to return by Friday <p>ACTIONS:</p> <ol style="list-style-type: none"> 1. RM recruited back 3 of the 4 recruitment team who had left 2. RM had contacted a previous Invercargill EM (2020 RA) who is away on holiday, to support when she returns next week 3. Requested the P&C Advisor, RA and RM to assist with bulk recruitment of 30 applicants through SnapHire 4. RM placed recruitment advertisement to two newspapers
Data and	Update on Issue:

Insights	<ul style="list-style-type: none"> • Mike data pipelines into Te Kauhanganaroa have failed due to patches being put in by IT • Dashboards will still be usable, but data will not be current • EMS driven dashboards are unaffected. <p>ACTION:</p> <ol style="list-style-type: none"> 1. IT is currently working with Deloitte to schedule a full data refresh and will only begin once all patching is completed.
IT	<p>Update on Issues:</p> <ul style="list-style-type: none"> • Snaphire stability and performance impacting recruitment activity. New Issue. Platform stabilised for today. Plan to address root cause out of hours 13/9 under approved Change Request. • Key Person risk – Initial meeting held, more work required to better understand and produce transition plan. Target 19/9. • Mobile phone provision for Voting Services – Work underway to address gap identified and regular meetings in place to track and manage. • Commission HQ power resilience – Back-up generator will be installed tomorrow morning, looking to confirm testing on a single floor 14/09 out of hours. • Security update patching between now and the election period – No further update
Comms and Education	<p>Media</p> <ul style="list-style-type: none"> • Comms continues to be very busy. Media enquiries focussed on youth voting, local information, candidate rules. • There have been two follow ups on Kids Voting after the release yesterday. Comms are seeing good regional coverage from local media. <p>Social Media</p> <p>It is tracking to be a big week - 90 enquiries and comments since Monday. For comparison 350 last week total.</p> <p>Themes:</p> <ul style="list-style-type: none"> • voter apathy • wasting money on advertising • sovereign citizen <p>Daily key metrics</p> <ul style="list-style-type: none"> • 7 media enquiries on 12 September • 57 enquiries and comments on social media in last 24 hours • 21231 visitors to vote.nz
Strategic Engagement and Partnership	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> • Receiving daily queries about changing rolls • Some concerns expressed by ethnic communities around other governments having access to their data and how they voted • Noting travel fatigue amongst staff in Tairāwhiti and Napier areas where distances have tripled for some areas
Enrolment	<ul style="list-style-type: none"> • Verbal Update
Customer Services	<p><u>Customer Services</u></p> <ul style="list-style-type: none"> • In the last 24 hours the team received 326 tickets and 43 escalated calls from Telnet. 56 outbound calls were also made for customers who sent their form in time, but they were unsigned. • We currently have 368 tickets on hand with the vast majority within SLA. This will likely

increase until we are able to utilise MIKE again for drag and drop functionality.

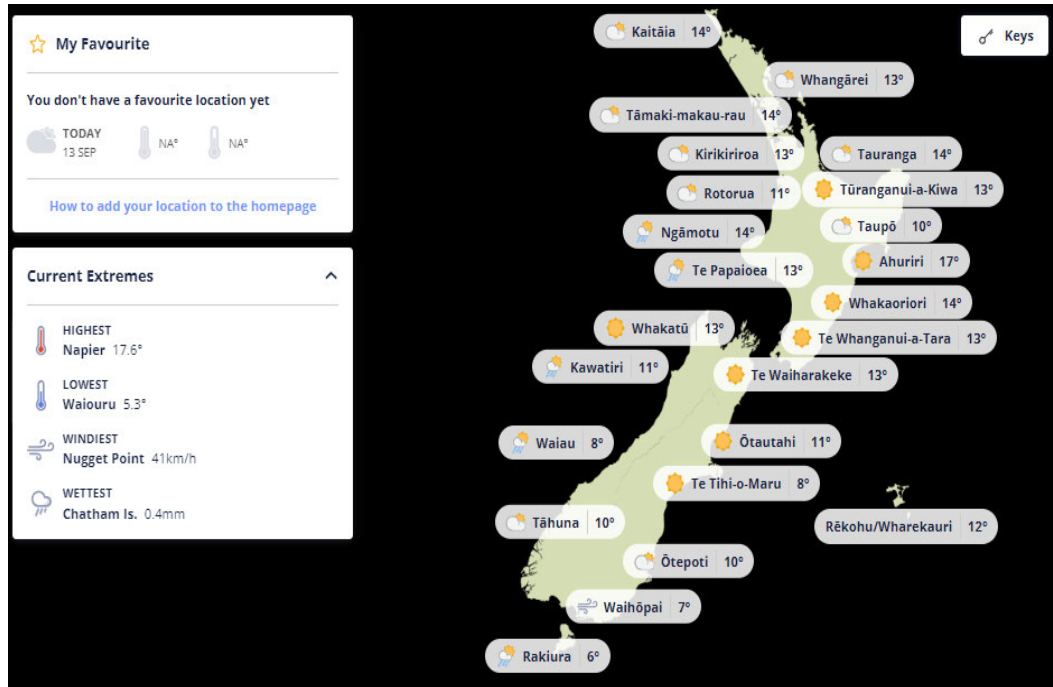
- Wide range of enquiries being received but most tend to still be enrolment related. We have seen some recruitment related enquiries due to the current system challenges.

Telnet

- 631 calls received yesterday, which is 20% below forecast. This is a continued trend of calls being less than forecast.
- The main enquiry remains change of details.

FOR YOUR INFORMATION

**MetService
Forecast for
13 Sep**



**Severe
Weather
Outlook**

A cold front moves northwards over New Zealand on Thursday and Friday, preceded by a strong northwesterly flow, and followed by colder southwesterlies. Severe Weather Warnings and Watches have been issued for this event, and this extends into Friday morning for gale or severe gale northwesterlies about the lower North Island. Consequently, there is a moderate risk of severe gale northwesterlies about Marlborough, Wellington, Wairarapa, Tararua District and Central Hawkes Bay on Friday morning. For more details regarding the current Watches and Warnings, see <https://www.metservice.com/warnings/home>.

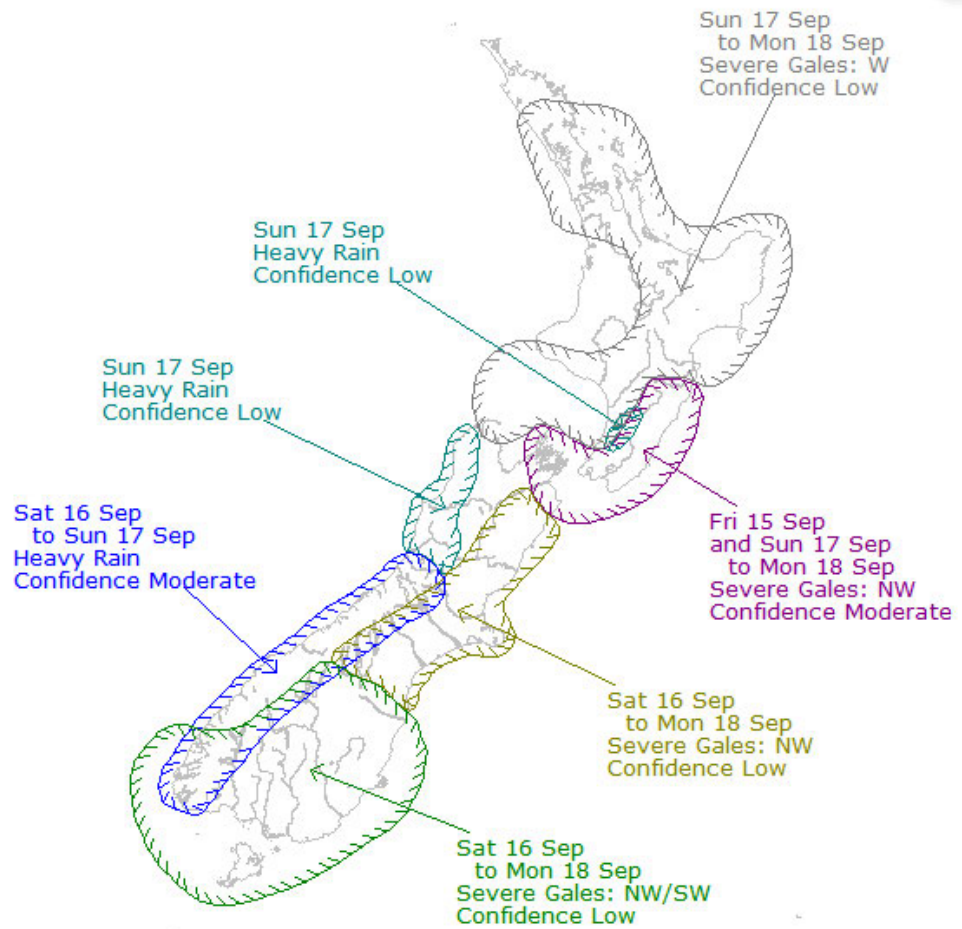
Over the weekend, northwesterlies will strengthen again over the country as another series of fronts move onto central and southern New Zealand. There is moderate confidence of warnable rainfall amounts over Fiordland, Westland and the Canterbury/Otago headwaters later Saturday and Sunday, and low confidence over Buller, Kahurangi National Park and the Tararua Range on Sunday.

Additionally, there is moderate confidence of another period of severe northwest gales about northern Marlborough, Wellington, Wairarapa, Tararua District and Central Hawke's Bay on Sunday and Monday morning. There is low confidence of severe northwest gales about other exposed parts of southern Marlborough, Canterbury, Otago, Southland and southern Fiordland later Saturday and into Sunday or early Monday, and also low confidence of severe gale west or southwest winds about southern Fiordland, Southland and Otago (mainly near the coast) later Sunday and early Monday.

Finally, there is low confidence that westerly winds could reach severe gale about other North Island areas from southern Northland to Hastings District and Kapiti, and also near Golden Bay, later Sunday and Monday.

(Reissued at 11:30am Wednesday to include the Canterbury/Otago headwaters in the moderate rainfall area later Saturday and Sunday).

Valid Fri 15-Sep-2023 through Mon 18-Sep-2023



Issued 11:27 am 13-Sep-2023

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**MetService
Extended
Forecast 12-
15 Sep**

Tuesday

North Island: A few showers in the west. Becoming fine elsewhere. South Island: Showers in the west and south, some possibly heavy. Mainly fine elsewhere.

Wednesday

Generally fine for most, but a few showers in western areas and also the far south.

Thursday

North Island: cloudy periods in the west, with scattered showers developing about and south of Taranaki later. Mainly fine in the east. South Island: rain or showers developing in the west and south, heavy at times. Fine with high cloud elsewhere.

Friday

North Island: A period of rain or showers spreading north, clearing in the west later. South Island: Showers in the west and south easing, but a few showers developing elsewhere.

Chatham Islands

Rain easing to cloudy periods and a few showers on Tuesday. Strong northwesterlies, turning southwesterly for a time Wednesday and early Thursday.

Issued: 11:29pm Sun 10 Sep (MetService)

ACTION REGISTER LOG

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DATE	IMPACT	UPDATE/OUTCOME	DATE CLOSED
OVS	CRITICAL	Request Paul [REDACTED] CIO to investigate options and provide solutions to address key personnel risk	11/09/2023	Paul [REDACTED] CIO		Reputational - direct impact on Overseas Voting application system and delivery of overseas voting due to loss of institutional knowledge	12/09 - Progressing. Please refer to SITREP. Mitigation plan to be in place.	Ongoing
VS - SI	CRITICAL	To provide update on the situation on staff recruitment for the Invercargill Electorate	11/09/2023	Anne [REDACTED] RM SI		Reputational - direct impact on the operational delivery of the Voting Place in Invercargill due to loss of key operational staff.	12/09 - Progressing. Plan in place to support the EM with key resources and staff recruitment .	Ongoing
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] CIO		Reputational - direct impact on VS staff across the region.		
IT	MEDIUM	IT working with property and provider for back-up generator to be installed on 14 September.	12/09/23	Paul [REDACTED] CIO	14/09	Impact on NO office.		
IT	MEDIUM	IT to roll out security patches for ios and Android phones	12/09/23	Paul [REDACTED] CIO	22/09	Impact on all staff's phones		
Legal	LOW	Follow up on notice of conviction for Corrupt Practices List.	12/09/2023	Natalie [REDACTED] Legal		Low impact on an electorate roll. Will require to reprint the roll for an electorate		
P&C	LOW	Nationwide disruption for Snaphire. Working with provider for a solution	12/09/2023	Steve [REDACTED] PC		Low to medium impact to VS recruitment process.		

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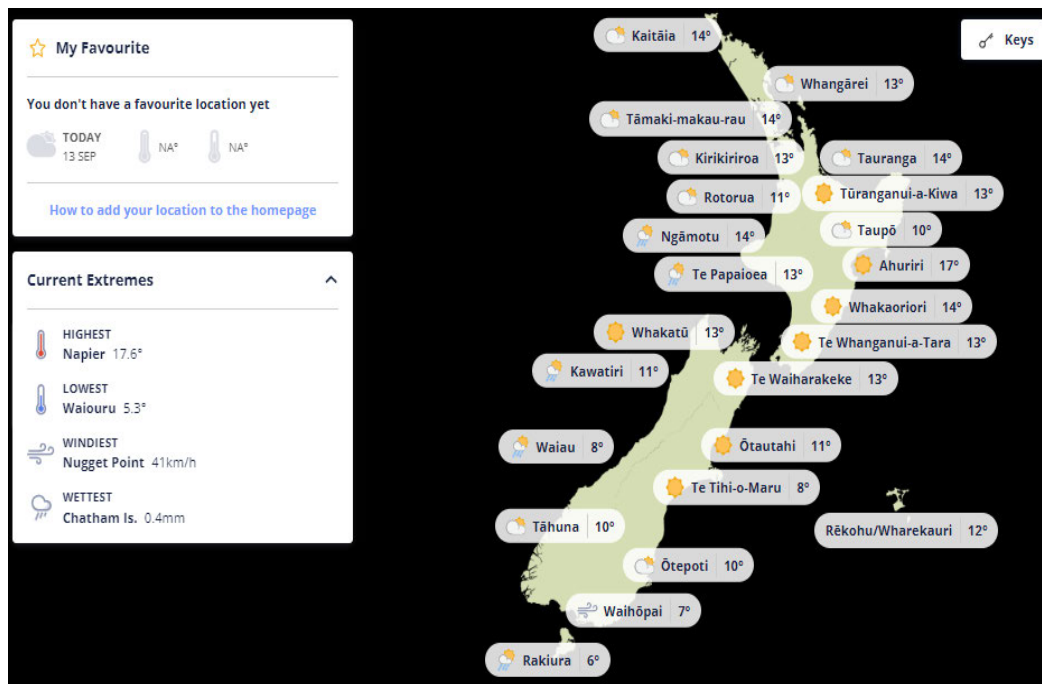
As at 3.09pm on 13/09/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	ELT members
Key Contacts	Anusha Guler and Crispian [REDACTED] Martin Rodgers chaired the meeting.
Previous Day ELT SITREP	3 ELT Standup SITREP 1 12092023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • There was 1 important major event – Writ Day (Sunday, 10 Sep) • Taskforce is fully activated. • ELT Standups activated. • MIKE will be closed once processing is completed - Roll Close
Voting Services (VS)	<p>UPDATE ON ISSUES</p> <ul style="list-style-type: none"> • E-Learning issue • Originally highlighted as an issue a number of months ago • VPM and VAs are unable to 'complete' their eLearning module. • Escalated on Monday with Learning Works to investigate the issue • IT have received advice from Learning Works <p>ACTIONS</p> <ul style="list-style-type: none"> • Requested Jane [REDACTED] to work with IT to implement fixes to the eLearning package settings
Voting Services - South Island	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> • Invercargill recruitment and team issues update: <ul style="list-style-type: none"> • RRM and HQs staff resigned <p>STATUS:</p> <ul style="list-style-type: none"> • The situation is improving. <p>ACTIONS:</p> <ol style="list-style-type: none"> 1. RM retained 3 of the 4 who planned to leave 2. RM contacted a previous Invercargill EM (2020 RA) to provide support by next week 3. Requested the P&C Advisor, RA and RM to assist with bulk recruitment of 30 applicants through SnapHire 4. RM placed recruitment advertisement to two newspapers
Data and Insights	<p>UPDATE ON ISSUE:</p> <ul style="list-style-type: none"> • Mike data pipelines into Te Kauhanganaroa have failed due to patches being put in by IT • Dashboards will still be usable, but data will not be current • EMS driven dashboards are unaffected. <p>ACTION:</p> <ol style="list-style-type: none"> 1. IT is currently working with Deloitte to schedule a full data refresh and will only begin once all patching is completed.
IT	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> • Snaphire stability and performance impacting recruitment activity. New Issue. Platform stabilised for today. Plan to address root cause out of hours 13/9 under approved Change

	<p>Request.</p> <ul style="list-style-type: none"> • Key Person risk – Initial meeting held, more work required to better understand and produce transition plan. Target 19/9. • Mobile phone provision for Voting Services – Work underway to address connection gap and meetings in place to track and manage. • Commission NO power resilience – Back-up generator will be installed tomorrow morning, looking to confirm testing on a single floor 14/09 out of hours.
Comms and Education	<p>Social Media</p> <p>90 enquiries and comments since Monday.</p> <p>Themes:</p> <ul style="list-style-type: none"> • voter apathy • wasting money on advertising • sovereign citizen <p>Daily key metrics</p> <ul style="list-style-type: none"> • 7 media enquiries on 12 September • 57 enquiries and comments on social media in last 24 hours • 21231 visitors to vote.nz
Strategic Engagement and Partnership	<ul style="list-style-type: none"> • SEP receiving daily queries about changing rolls • Some concerns expressed by ethnic communities around foreign interference. • Noting travel fatigue amongst staff in Tairāwhiti and Napier areas where distances have tripled for some areas due to the recent cyclones.
Enrolment	<ul style="list-style-type: none"> • There will be a delay in seeking approval from DCE for roll extract due to these issues: <ul style="list-style-type: none"> ○ Far more qualifying paper forms than forecasted – 800 more ○ Integrity checks took longer than usual • Enrolment have received a request from a number of people to remove themselves from the roll. This appears to be duplicate of the same message.
Customer Services	<p><u>Customer Services</u></p> <ul style="list-style-type: none"> • In the last 24 hours the team received 326 tickets and 43 escalated calls from Telnet. 56 outbound calls were also made for customers who sent their form in time, but they were unsigned. • Wide range of enquiries being received but most tend to still be enrolment related. We have seen some recruitment related enquiries due to the current system challenges. <p><u>Telnet</u></p> <ul style="list-style-type: none"> • 631 calls received yesterday, which is 20% below forecast. This is a continued trend of calls being less than forecast. • The main enquiry remains change of details.

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Forecast for
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**Severe
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Outlook**

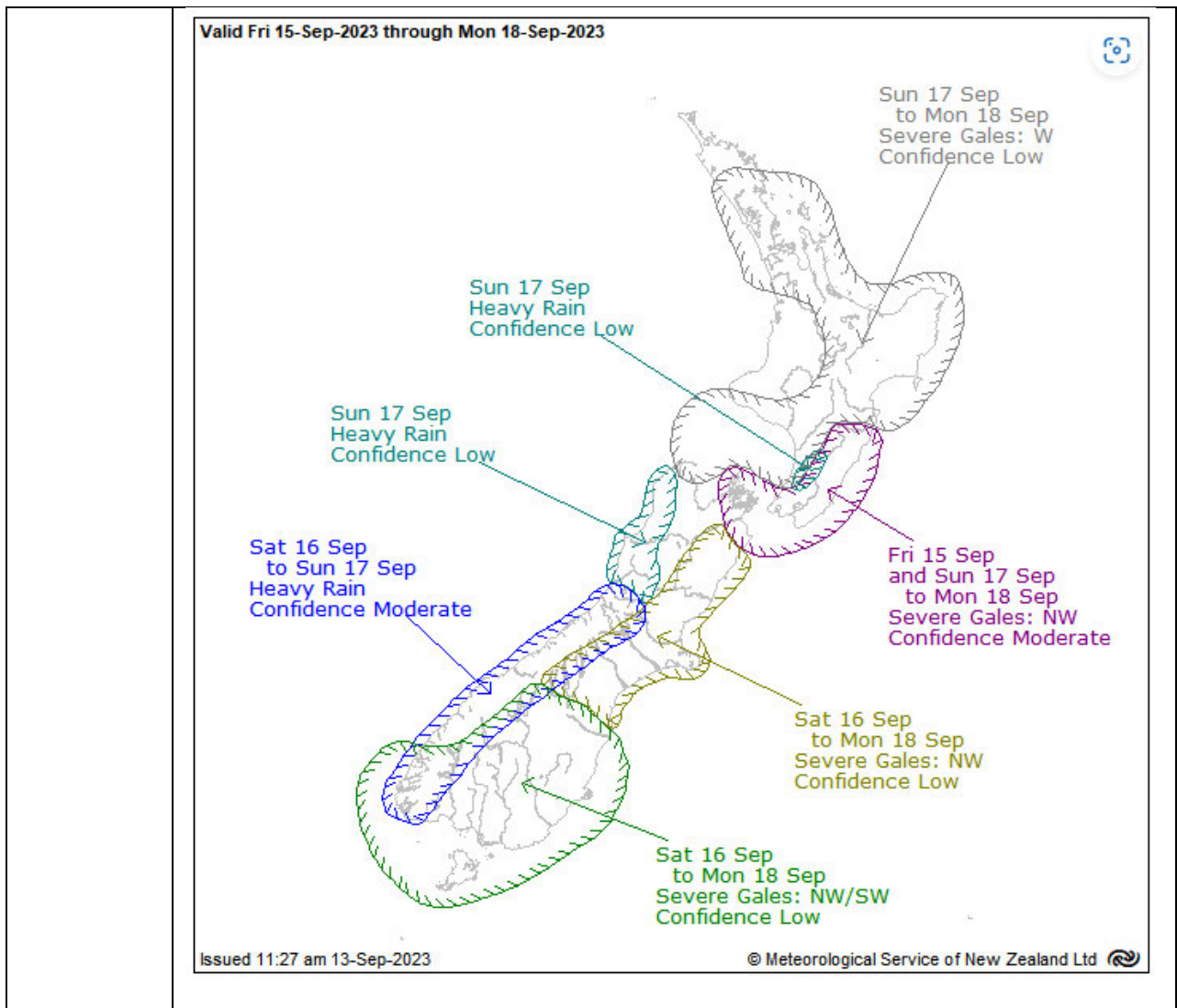
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(Reissued at 11:30am Wednesday to include the Canterbury/Otago headwaters in the moderate rainfall area later Saturday and Sunday).



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Chatham Islands

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Issued: 11:29pm Sun 10 Sep (MetService)

ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DATE	IMPACT	UPDATE/OUTCOME	DATE CLOSED
OVS	Downgrade to MEDIUM	Request Paul [REDACTED] CIO to investigate options and provide solutions to address key personnel risk	9/11/2023	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on Overseas Voting application system and delivery of overseas voting due to loss of institutional knowledge	12/09 - Progressing. Please refer to SITREP. Mitigation plan to be in place.	Ongoing
VS - SI	Downgrade to MEDIUM	To provide update on the situation on staff recruitment for the Invercargill Electorate	9/11/2023	Anne [REDACTED] RM SI	On-going	Reputational - direct impact on the operational delivery of the Voting Place in Invercargill due to loss of key operational staff.	12/09 - Progressing. Plan in place to support the EM with key resources and staff recruitment .	Ongoing
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.	
IT	Downgrade to LOW	IT working with property and provider for back-up generator to be installed on 14 September.	12/09/23	Paul [REDACTED] CIO	14/09	Impact on NO office.	Working with the provider to resolve this.	
IT	Downgrade to LOW	IT to roll out security patches for ios and Android phones	12/09/23	Paul [REDACTED] CIO	22/09	Impact on all staff's phones	Working on a plan to roll out patches.	
Legal	LOW	Follow up on notice of conviction for Corrupt Practices List.	9/12/2023	Natalie [REDACTED] Legal	COMPLETED	Low impact on an electorate roll. Will require to reprint the roll for an electorate	Will be actioned by end of today to remove person from the roll. Plan in place to support Enrolment.	COMPLETED
IT	Upgrade to MEDIUM	Nationwide disruption for Snaphire. Working with provider for a solution	9/12/2023	Paul [REDACTED] CIO	14/09	Low to medium impact to VS recruitment process.	IT working with the provider for a solution	

**PLEASE SAVE AS THIS TEMPLATE INTO RESPECTIVE
WEEK FOLDER**

13/09/2023– Situation Report Week 1

As at 13/09 on 13/09/2023 prepared by Suzanne Knight-Tinirau

Distributed to	GEDT members		
Key Contacts	Suzanne Knight-Tinirau		
Overview	<p>Media Continues to be very busy. Enquiries focussed on youth voting, local information, candidate rules.</p> <p>There have been two follow ups on Kids Voting after the release yesterday. We're seeing good regional coverage from local media.</p> <p>Social Media It is tracking to be a big week - 90 enquiries and comments since Monday. For comparison 350 last week total.</p> <p>Themes voter apathy, wasting money on advertising, sovereign citizen adjacent comments overnight.</p> <p>Daily key metrics</p> <ul style="list-style-type: none"> • 7 media enquiries on 12 September • 57 enquiries and comments on social media in last 24 hours • 21231 visitors to vote.nz 		
Status of the issue/s	<p>Action:</p> <ul style="list-style-type: none"> • 		
Actions Underway	Action	Owner	Description
Notes:	<p>Early observation:</p> <ul style="list-style-type: none"> • 		

13/09/2023– Situation Report Week 1

As at 11am on 13/09/2023 prepared by Shane Whitfield

Distributed to	GEDT members		
Key Contacts	Shane Whitfield		
Overview	<ul style="list-style-type: none">• Receiving daily queries about changing rolls• Some concerns expressed by ethnic communities around foreign interference.• Noting travel fatigue amongst staff in Tairāwhiti and Napier areas where distances have tripled for some areas		
Status of the issue/s	Action: <ul style="list-style-type: none">• BAU management		
Actions Underway	Action	Owner	Description
Notes:	Early observation: <ul style="list-style-type: none">•		

13209/2023– Situation Report Week 1

As at 11:30 AM on 13/09/2023 prepared by Beth Kreitzer

Distributed to	GEDT members		
Key Contacts	Beth Kreitzer, Aidan [REDACTED]		
Overview	<ul style="list-style-type: none"> • Mike data pipelines into Te Kauhanganaroa have failed due to patches being put in by IT • Dashboards will still be usable, but data will not be current • EMS driven dashboards are unaffected. 		
Status of the issue/s	Action: <ul style="list-style-type: none"> • A full data refresh (10-12 hour process) will need to be done so data integrity can be preserved. This will be scheduled between Deloitte and IT for this afternoon or tomorrow. 		
Actions Underway	Action	Owner	Description
	Schedule full data refresh with Deloitte	Aidan [REDACTED] Matthew [REDACTED]	Can only begin once all patching is complete
Notes:	Early observation: <ul style="list-style-type: none"> • 		

13/09/2023– Situation Report Week 1

As at 7.30am on 12/09/2023 prepared by Anne [REDACTED]

Distributed to	GEDT members		
Key Contacts	<ul style="list-style-type: none"> • XXX (you or your team member/s) 		
Overview	<p>Summary of the current event – What we know</p> <ul style="list-style-type: none"> • Invercargill Recruitment team issues <p>What we don't know</p> <ul style="list-style-type: none"> • How long the [REDACTED] can continue if family sickness gets worse <p>What is the cause of the event? Critical issues or assumptions made.</p> <ul style="list-style-type: none"> • RRM and recruitment HQS leaving 		
Status of the event/services/issue	<p>Who or what is affected?</p> <ul style="list-style-type: none"> • The whole electorate team <p>What is the status of the situation/service/issue?</p> <ul style="list-style-type: none"> • Improving <p>Steps taken:</p> <ul style="list-style-type: none"> • Did a stocktake of where the recruitment is sitting, the staff we have left, the applicant numbers, and numbers being progressed • Brought 3 of the 4 Recruitment team members back, held meetings restructured work and painted the big picture so they know have a better understanding of what they are doing and where they fit • Contacted previous Invercargill EM ((2020 RA) and while away on holiday, she is keen to come in and support on her return next week • P&C Advisor, RA and RM helped run bulk recruitment last evening to get another 30 people progressing through SnapHire • Placed ads in two newspapers to generate more applicants 		
Actions Underway	Action	Owner	Description
	As above		
Notes:	<p>Early observation:</p> <ul style="list-style-type: none"> • P&C Advisor has left to go to Wgtn, RA has to leave this afternoon, RM will stay until tomorrow afternoon. RA should be able to return on Friday. 		

**PLEASE SAVE AS THIS TEMPLATE INTO RESPECTIVE
WEEK FOLDER**

13209/2023– Situation Report Week 1

As at 13 September on 13/09/2023 prepared by Adele [REDACTED]

Distributed to	GEDT members		
Key Contacts			
Overview	eLearning issue currently being managed: <ul style="list-style-type: none"> VPM and VAs have been unable to 'complete' their eLearning. 		
Status of the issue/s	Action: <ul style="list-style-type: none"> Issue being managed by IT and VS. This issue was originally noted as an issue a number of months ago. Learning Works were requested to investigate the issue, this was escalated with them on Monday. IT have now received advice about this issue from Learning Works. Work is underway to address the issue, but VS may need help with this (Learning Works) as the SME for Tupu is on sick leave. 		
Actions Underway	Action	Owner	Description
	Determine how fixes can be applied to eLearning package settings	Jane [REDACTED]	
Notes:	Early observation: <ul style="list-style-type: none"> Looks like a fix is available, timing TBD 		